

# Cardholder Guide

## Purchasing



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**Government Services**



# A Message to Cardholders

Your U.S. Bank® Purchasing Card, under the GSA SmartPay® Program, is brought to you by U.S. Bank Government Services. Your agency/organization has elected to use the U.S. Bank Government Services Purchasing Card program to better manage your agency's/organization's payment process. The program has been designed to save you time and reduce paperwork.

You have been selected by your agency/organization to use the purchasing card to aid your procurement responsibilities. This Cardholder Guide will give you the information you need to use the card effectively. Please keep this guide on hand and use it as a reference tool when questions arise. Your agency/organization may also supplement these instructions with procedures of its own. You are encouraged to read this information carefully and contact U.S. Bank Government Services or your Agency/Organization Program Coordinator (A/OPC) if you have questions about any part of this program.

## U.S. Bank Government Services

**P.O. Box 6347, Fargo ND 58125-6347**

Contact us 24 hours a day, seven days a week

Toll-Free: 888-994-6722

Outside the U.S., call collect: 701-461-2232

Fax: 866-457-7506

Outside the U.S., fax to: 701-461-3466

## My Agency/Organization Program Coordinator

Name: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_

## My Billing/Approving Official

Name: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_

## My Transaction Dispute Office Contact

Name: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_

My Tax Exempt Number: \_\_\_\_\_

# Cardholder Instructions for Use of Your Purchasing Card

## 1. Purpose

To provide you, the Cardholder, with instructions on the proper use of the U.S. Bank Government Services Purchasing Card.

## 2. Cardholder Responsibilities

You are responsible for using your purchasing card in accordance with your agency's/organization's policies and procedures and any procurement regulations that may be applicable. If required by your agency/organization, retain receipts, sales slips and other purchase documentation, as directed.

- Sign your card in the signature panel.
- Maintain card security to prevent unauthorized charges against the account.
- Obtain a receipt at the point of purchase and verify it for accuracy.
- Reconcile receipts and other purchase documentation to your Cardholder statement, if required by your agency/organization.
- Call U.S. Bank Government Services immediately to report lost or stolen cards.
- Notify U.S. Bank Government Services of any billing discrepancies posted on your Cardholder statement that cannot be resolved with the merchant.
- If required by your agency/organization, forward the reconciled statement, purchase documentation, and all associated receipts/charge slips to your Billing/Approving Official for review.
- Notify your A/OPC of name, telephone, address or other account changes.
- Do not allow any member of your staff, family or supervisor to use this card. You, alone, are authorized to use this card. It has been especially designed to prevent you from confusing it with your personal credit cards.

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*This purchasing card is for OFFICIAL GOVERNMENT USE ONLY. It must not be used for personal purchases.*

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## 3. General Information

- This purchasing card has your name embossed or printed on it.
- You may also have been authorized to use the check writing feature of the U.S. Bank Purchasing Card program. Refer to the Convenience Check Guide for details on this part of the program.
- Your agency/organization may have access to the U.S. Bank electronic access system for transaction reconciliation and reporting. Contact your Billing/Approving Official or A/OPC for access information.

- Your single purchase limit and other spending parameters are designated by your A/OPC. Contact your A/OPC if you have any questions regarding these.
- For emergency purchases that exceed transaction or spending limits, you must contact your A/OPC prior to using the card, and follow all procedures established by your agency/organization.
- Each time you use the purchasing card, there is a purchase authorization process, whereby the merchant seeks approval via a telecommunications system. This authorization confirms that your purchase is within spending limits. Merchants may also call to obtain approval for charges you are making. The dollar amounts of charges authorized (approved) are deducted from your 30-day limit until the charge is billed against your account – or for five (5) days (less Sundays), whichever comes first.
- A statement for your account is generated on your cycle date. Each agency/organization will be assigned a unique cycle date (e.g. the 15<sup>th</sup> of the month). For Example,
  1. If your cycle is the 15<sup>th</sup> of the month, your Cardholder statement will be generated at the close of business on the 15<sup>th</sup> day of every month. If the 15<sup>th</sup> falls on a weekend, the cycle will end on the previous business day.
  2. Charges posted to the account for billing from the 16<sup>th</sup> day of the previous month to the 15<sup>th</sup> day of the current month will be reflected on your Cardholder statement.
  3. You may also review and approve your purchasing card transactions for your cycle online using the U.S. Bank electronic access system's transaction management functionality.
- Your monthly Cardholder paper statement may include messages that have been authorized by GSA or your agency/organization.
- U.S. Bank Government Services does not conduct a credit check on your personal credit history before issuing you a purchasing card, unless directed by your agency/organization.
- Use of this purchasing card does not relieve you from adhering to all federal and departmental acquisition regulations, policies and procedures. If you have questions about procurement regulations, please contact your servicing procurement office.
- Priority Sources of Supply. The Federal Acquisition Streamlining Act did not abolish the priorities for use of government supply sources. Your agency/organization must satisfy any requirements in accordance with the Federal Acquisition Regulations (FAR). Micro purchases are not exempt. Please refer to the GSA site ([www.gsa.gov](http://www.gsa.gov)) or your servicing procurement office for information on sources that can supply required products and services. If you have questions regarding GSA's products and services, call the National Customer Service Center (NCSC) at 800-488-3111 or DSN 465-1416.

#### 4. Procedures

- A. **Card Receipt and Activation.** You will be sent a U.S. Bank Purchasing Card after Cardholder Setup has been completed by your A/OPC and processed by U.S. Bank Government Services. You should immediately acknowledge receipt of the card by calling U.S. Bank Government Services to activate your account. You must be familiar with the single purchase limit assigned to you by your agency/organization in order to activate your account. Call 888-994-6722. An Interactive Voice Response (IVR) unit, requiring the use of a touch-tone telephone, will prompt you through the account activation process. You will be asked for information such as your business telephone number, zip code and 16-digit account number. Alternatively, your agency/organization may have determined that a physical card is not required in order for you to perform your duties. This is referred to as a cardless account. In this instance, you will receive an Account Activation letter from U.S. Bank Government Services, notifying you of your account number, expiration date and Card Verification Value (known as the CVV2 or CVC2 number). You must follow the same procedures to activate your account as noted above. Cards and cardless accounts are subject to the same activation process upon reissuance.
- B. **Card Acceptance.** You may use your purchasing card at any merchant designated by your agency/organization who accepts purchasing cards for payment. You may find that some merchants do not currently accept purchasing cards. However, U.S. Bank can assist merchants in becoming enabled. For information regarding acceptance, merchants can contact U.S. Bank Merchant Payment Services at 800-432-9413 or [merchant@usbank.com](mailto:merchant@usbank.com).
- C. **Purchasing Process.** The typical purchasing process follows these basic steps:
1. *In-person transactions.* Once you have selected your purchase, present it with your card to the merchant. **Advise the merchant that your purchase is tax-exempt** (notice of tax exemption also appears on the purchasing card). If a merchant questions the tax-exempt status or requires a tax identification number, contact your Billing/Approving Official or A/OPC for resolution.
- Internet, mail or telephone order purchases.* When placing an Internet, mail or telephone order, you will be asked to provide your name, account number, account expiration date, CVV2/CVC2 and/or your mailing address. Advise the merchant that your purchase is tax exempt. Be sure to inform the merchant if the mailing or billing address for

your U.S. Bank Government Services Purchasing Card and shipping address are different, otherwise your transaction may be declined.

2. After calculating the total due for the purchase, the merchant processes your card information through an electronic terminal to obtain authorization.
3. The authorization request verifies that your account is valid and determines if the purchase is within authorized spending control limits.
4. Retain your receipt for verification against your Cardholder statement.

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*Remember to verify that no sales tax has been included in your order. Tax cannot be reversed later by U.S. Bank Government Services.*

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**D. Transaction Referral or Decline.** U.S. Bank has many safeguards in place to ensure the security of your purchasing card. If a transaction triggers one of these safeguards, it may refer or decline versus being immediately approved:

**Referral:** If a purchasing card exceeds normal transaction activity or authorization parameters, or a particular transaction is identified as high risk, the merchant may be asked to verify additional information or secure additional identification before transaction authorization can be given. This is called a referral inquiry. In referral inquiry situations, the merchant should follow the instructions provided to them by their processing bank, in accordance with Association regulations. The merchant may call U.S. Bank Government Services requesting authorization to proceed.

**Decline:** Purchasing card transactions may also be declined for various reasons. For example, a decline may occur when a transaction exceeds your account's single purchase limit or goes over your total monthly spending limit. A transaction decline may also occur due to the following:

- Your purchasing card account has not been activated.
- There are too many transactions conducted or dollars spent in one day on your purchasing card account.
- You have exceeded your credit limit.
- An incorrect account expiration or CVV2/CVC2 value is presented to the merchant on an Internet, telephone or mail order transaction.
- An incomplete or incorrect mailing address is given for an Internet, telephone or mail order transaction.
- You are attempting to make a purchase at an unauthorized type of merchant.
- Situations where it is impractical for a merchant to respond to a referral inquiry, such as an unattended terminal.

Contact U.S. Bank Government Services or your A/OPC for assistance regarding a declined purchasing card transaction.

## 5. Authorized Uses and Exclusions of the Card

Authorized uses of a purchasing card vary between agencies/organizations. Please refer to your agency's/organization's policies and procedures for specific guidelines and authorized purchase information.

The purchasing card program is designed to replace a variety of processes including petty cash, expensed purchases and certain purchase orders. Examples of purchases where the card usually may be used include:

- Books, subscriptions
- Catering or dining services
- Cellular phones/pagers
- Computer hardware, software, maintenance expenses
- Copier leasing, maintenance and repair
- Electrical supplies
- Equipment leasing
- Film and film processing
- Fire extinguisher maintenance
- First aid/nurse supplies
- Florists
- Government commissaries
- Hardware supplies
- Industrial supplies
- Inventory items
- Laundry of uniforms, lab coats, etc.
- Miscellaneous maintenance requirements
- Office supplies and medical supplies
- Photo shoots
- Postage, express mail services
- Project cards
- Safety supplies
- Seminars/classes
- Stationary
- Temporary help
- Tool crib supplies
- Trade shows
- Variety store items
- Video tapes
- Window washing

The following list includes some example situations where purchasing card use is **prohibited**:

- Security brokerage services
- Betting, casino gaming chips, off-track betting
- Political organizations
- Court costs, alimony, child support



- Fines
- Bail and bond payments
- Tax payments
- Automated referral service
- Cash advances (unless permitted by agency/organization selected, value-added option)
- Long-term rental or lease of land or buildings
- Travel or travel-related expenses (excluding conference rooms, meeting spaces, and local transportation services, e.g., metro farecards, subway tokens, etc.)

Agencies/organizations may further restrict the type of purchases you are authorized to make using your purchasing card. Please check your internal policies and procedures for more information regarding authorized purchases.

## 6. Procedures After Purchase

A. **Statements.** At the close of each billing cycle, you may receive a paper “Cardholder Statement of Account”. A sample is included in this Cardholder Guide. The Cardholder statement will itemize each transaction that was posted to your purchasing card during the past billing cycle. Upon receipt of your Cardholder statement, complete each of the actions listed below unless your internal agency/organization procedures direct you to do otherwise:

1. Review your Cardholder statement for accuracy.
2. Provide a complete description of each item purchased on the “Description” line, if required by your agency/organization.
3. Attach copies of the sales receipts to your Cardholder statement.
4. Be sure to review the middle portion of your Cardholder statement on page one for any messages provided by U.S. Bank Government Services, the GSA, your agency/organization or A/OPC.
5. Sign the Certification Statement located on the back of your Cardholder statement, if required by your agency/organization, and promptly forward it to your Billing/Approving Official.

If you are aware that you will not be available to promptly sign and forward your “Cardholder Statement of Account” because of leave or travel, forward all sales receipts and credit vouchers to your Billing/Approving Official before you depart. When you return, sign the original Cardholder statement, if required, and forward it to your Billing/Approving Official.

Many agencies will also access transaction information using the U.S. Bank electronic access system as an alternative to paper

statements. If so, please follow your agency's/organization's procedures for review and approval of electronic statement data.

- B. Electronic Access.** Access to your account and transaction information can be obtained through the U.S. Bank electronic access system. Based on your agency's/organization's policies and procedures, the U.S. Bank electronic access system enables Cardholders to:

- Review and approve transactions
- Initiate transaction disputes
- Reallocate charges to specific accounting codes
- Enhance transaction data

Please refer to the U.S. Bank Government Services Communications and Training website ([www.usbank.com/gov\\_forourclients](http://www.usbank.com/gov_forourclients)) and login to access the link to the web-based training for the U.S. Bank electronic access system. For a username and password to the site, contact your A/OPC. The web-based training provides valuable information about the U.S. Bank electronic access system capabilities – including an explanation of access screens, as well as necessary key sequences and functions for reviewing purchases and disputing a transaction electronically.

**C. Disputed Items.**

A dispute is a questionable purchasing card transaction posted to your Cardholder statement. There are several reasons why a dispute might occur. Some examples include:

- Merchandise/service not received – Your purchasing card account has been charged for a transaction(s), but the merchandise or service has not been received.
- Merchandise returned – Your purchasing card account has been charged for a transaction(s), but the merchandise has been returned.
- Unauthorized purchases – A charge on your purchasing card account that you did not participate in and did not authorize.
- Duplicate processing – A charge on your purchasing card account that represents a multiple billing to the account. Only one charge from the merchant has been authorized.
- Unrecognized – A charge on your purchasing card account that is not recognized. A copy of the documentation received from the merchant to certify the charge (sales draft, invoice) will be sent to the account holder for review.

Items that cannot be disputed include:

- Convenience checks
- Items not charged directly to the purchasing card account

If you encounter any of the above situations regarding your U.S. Bank Purchasing Card account, you need to take action immediately.

## INSTRUCTIONS FOR DISPUTING A SALES TRANSACTION

Before disputing or questioning a charge on your Cardholder statement, please validate you have taken the following actions:

- Reviewed your receipts for the amount in question as it may have posted to your Cardholder statement with a different merchant name.
- Attempted to contact the merchant in an attempt to resolve the issue.

If the above actions have been taken and you still desire to dispute the transaction, disputes may be filed by phone or in writing using the Cardholder Statement of Questioned Item form (CSQI). Many agencies will also file disputes online using the U.S. Bank Government Services electronic access system.

For the quickest and most convenient service, please phone U.S. Bank Government Services and have the following information available:

- The date and dollar amount of the transaction you are questioning.
- An explanation of why you believe there is an error or why you need additional information, along with any documentation to support your claim.
- The date you contacted the merchant to attempt to resolve the issue and the merchant's response

Many inquiries can be corrected over the phone; however, phoning alone does not preserve your rights. There may be circumstances where written correspondence is required. In these instances, complete the CSQI form. This form is available online or from your Approving Official or AOPC. Pay particular attention to:

- Describing the attempted merchant resolution
- Signing the form
- Providing the contact name and corresponding daytime telephone number including area code
- Attaching any supporting documentation such as credit vouchers, and return shipping documents such as postal receipt or UPS receipts, etc.

Return the original form to:

U .S. Bank Government Services  
P.O. Box 6347  
Fargo, ND 58125-6347

The CSQI form must be returned to U.S. Bank no later than 60 days after the statement date on which the transaction appeared, in order to preserve your rights to dispute the transaction. Be sure to retain a copy for your files and forward a copy with your certified Cardholder Statement of Account to your Approving Official, if indicated by your agency's/organization's procedures.

U.S. Bank Government Services either must correct the error or explain why the charge was correct. If there is a correction, it will be reflected on your next statement.

If you have questions, concerning disputing a transaction, you are encouraged to call U.S. Bank Government Services at 888-994-6722 so we may assist you.

## **7. Foreign Currency**

Transactions initiated in a foreign currency will post to your Cardholder statement in U.S. dollars. U.S. Bank Government Services will provide you with the foreign dollar amount and the exchange rate applied at the time the transaction was processed. A 1% conversion fee will be charged by the association and incorporated into the exchange rate that appears.

## **8. Suspension Procedures**

Promptly reviewing your Cardholder statement is essential to enabling your agency/organization to make prompt payment to U.S. Bank Government Services. In the event prompt payment is not made to U.S. Bank Government Services, your agency/organization is subject to Prompt Payment Act interest penalties and is also subject to account suspension and account cancellation actions. In addition, please refer to your agency policy for additional suspension procedures and required timing of account review and reconciliation.

## **9. Lost or Stolen Cards**

Immediately notify your A/OPC and U.S. Bank Government Services in the event your purchasing card is lost or stolen, or if you believe your account number has been compromised in any way.

Provide the following information: Your complete name and card number, the date U.S. Bank Government Services was notified, and any purchase(s) made on the day the card was lost or stolen.

A new replacement card will be mailed to you within 24 hours and a new account number will be assigned.

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*In the case of a lost or stolen card, it is important that you immediately notify your A/OPC and U.S. Bank Government Services at 888-994-6722. Outside the U.S., call collect: 701-461-2232.*

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## **10. Cancellation of Cards**

If your purchasing card needs to be canceled because you leave your agency/organization – or for any other reason – immediately notify your A/OPC and surrender your card. Your A/OPC will instruct you of any additional action that may need to be taken.

## **11. Nonreceipt of Requested Cards**

Allow for normal U.S. Postal Service mailing time after a new account is set up for receipt of your card or account activation letter. If you have reason to believe that your card or confirmation

should have been received – and you have not yet received it – contact U.S. Bank Government Services to verify the mailing date. You may be instructed to report your card as lost in the mail. A new card or confirmation will be mailed to you within 24 hours. A new account number will be assigned to your account. You should immediately bring this situation to the attention of your A/OPC.

## **12. Replacement Card Procedures**

If, for any reason, you need to replace the purchasing card that was issued to you, simply contact U.S. Bank Government Services. A new card will be mailed to you within 24 hours.

## **13. Changes to Your Cardholder Information**

Changes to your Cardholder information – such as name, address, telephone number, e-mail address, organization, 30-day or Single Purchase Limit, restrictions or accounting code – must be immediately reported to U.S. Bank Government Services through your A/OPC.

# Sample Cardholder Statement of Account (Paper Version)

Front

**usbank**  
The Star Service Guarantee

**Government Services**

**A**

JOHN DOE  
DIR OF LOGISTICS  
AFZH-DLM-RP MS 18L  
BOX 339500  
FORT LEWIS WA 98433-9500

12/1/2023

CARDHOLDER STATEMENT OF ACCOUNT

Cardholder Number

4716-0000-0000-0000

4716-0000-0000-0000

**B**

MESSAGES:

**C**

ACCOUNTING CODE: 21\*2020000076202226RD805DELFIV120022005010

<div><div><div><b>CUSTOMER SERVICE CALL</b> TOLL FREE</div><div>1-888-994-6722</div></div></div>	<div><div><div><b>D</b></div><div>CARDHOLDER NUMBER</div><div>4716-0000-0000-0000</div></div><div><div><b>E</b></div><div>STATEMENT DATE</div><div>XX/XX/XX</div></div></div>	<div><div><div><b>H</b></div><div>ACCOUNT SUMMARY</div></div><table><tr><td>Purchases and</td><td></td></tr><tr><td>Other Charges</td><td>5,456.63</td></tr><tr><td>Checks</td><td>0.00</td></tr><tr><td>Check Fee</td><td>0.00</td></tr><tr><td>Credits</td><td>0.00</td></tr><tr><td><div><div><b>I</b></div><div>STATEMENT TOTAL</div></div></td><td>5,456.63</td></tr><tr><td><div><div><b>J</b></div><div>Total Balance in Dispute</div></div></td><td>0.00</td></tr><tr><td><div><div><b>K</b></div><div>30 Day Credit Limit</div></div></td><td>8,000.00</td></tr></table></div>	Purchases and		Other Charges	5,456.63	Checks	0.00	Check Fee	0.00	Credits	0.00	<div><div><b>I</b></div><div>STATEMENT TOTAL</div></div>	5,456.63	<div><div><b>J</b></div><div>Total Balance in Dispute</div></div>	0.00	<div><div><b>K</b></div><div>30 Day Credit Limit</div></div>	8,000.00
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PAGE 1 OF 2

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# Sample Cardholder Statement of Account (Paper Version)

Page 2

JOHN DOE  
DIR OF LOGISTICS  
AF2H-DLM-RP MS 18L  
BOX 339500  
FORT LEWIS WA 98433-9500

STATEMENT DATE: XX/XX/XX

L TRAN DATE	M MONTHLY ACTIVITY	N MCC CODE	O REFERENCE NUMBER	P POSTING DATE	Q AUTH CODE	R AMOUNT
03-27	CLARKLIFT OF WA, AK 208-762-7440 WA	5712	527039	03-31	036372	2,100.00
S Description:						
03-26	SWIFT TOOL INC KENT WA	5261	927302	03-31	0211662	848.50
Description:						
03-28	PUGET SOUND INSTRUMENTS TACOMA WA	5733	100801	04-01	060234	365.35
Description:						
04-17	UNIFIRST CORPORATION 508-698-8888 MA	6884	205820	04-21	063503	1,552.70
T	TOTAL					5,456.63

Reviewed By: \_\_\_\_\_

Date: \_\_\_\_\_

Page 2 of 2

# Sample Cardholder Statement of Account (Paper Version)

Back

**CARDHOLDER (AS ACCOUNTABLE OFFICIAL)**

"I CERTIFY THAT, EXCEPT AS MAY BE NOTED HERIN OR ON SUPPORTING DOCUMENTS, THE PURCHASES AND AMOUNTS LISTED ON THIS STATEMENT;

- (1) Are correct and fulfill requirements of my organization.
- (2) Do not exceed approved spending limits.
- (3) Are not for my personal use or the personal use of the receiving individual.
- (4) Have not been split into smaller segments to avoid dollar limitations."

**A**

AUTHORIZED CARDHOLDER SIGNATURE

**INSTRUCTIONS FOR DISPUTING A SALES TRANSACTION**

Before disputing or questioning a charge on your statement, please validate you have taken the following actions:

- \* Reviewed your receipts for the amount in question as it may have posted to your statement with a different merchant name.
- \* Attempted to contact the merchant in an attempt to resolve the issue.

If the above actions have been taken and you still desire to dispute the transaction, disputes may be filed by phone or in writing using the Statement of Questioned Item form (CSQI). Dispute filing may also be available by electronic submission for authorized users of the U.S. Bank Government Services Electronic Access System (EAS).

For the quickest and most convenient service, please phone U.S. Bank Government Services at: 1-888-994-6722 and have the following information available:

- \* The date and dollar amount of the transaction you are questioning.
- \* An explanation of why you believe there is an error or why you need additional information along with any documentation to support your claim.
- \* The date you contacted the merchant to attempt to resolve the issue and the merchant's response.

Many inquiries can be corrected over the phone, but phoning alone does not preserve your rights. There may be circumstances where written correspondence is required. In these instances, complete the Cardholder Statement of Questioned Item form (CSQI). This form is available from your Approving Official or Agency Program Coordinator. Pay particular attention to:

- \* Describing the attempted merchant resolution.
- \* Signing the form.
- \* Providing the contact name and corresponding daytime telephone number including area code.
- \* Attaching any supporting documentation such as credit vouchers, and return shipping documents such as postal receipt or UPS receipts, etc.

Return the original form to: U.S. Bank Government Services  
P.O. Box 6347  
Fargo, ND 58125-6347

The Statement of Questioned Item form must be returned to U.S. Bank no later than 60 days after the statement date on which the transaction appeared, in order to preserve your rights to dispute the transaction. Be sure to retain a copy for your files and forward a copy with your certified Statement of Account to your Approving Official as indicated by your agency's / organization's procedures.

If you have questions, concerning disputing a transaction, you are encouraged to call U.S. Bank Government Services at 1-888-994-6722 so we may assist you.

## Cardholder Statement of Account Explanation

**SECTION/EXPLANATION**

**A. CARDHOLDER:**

Your name as it appears on your card, along with your agency/organization name and office address.

**B. MESSAGE:**

Your agency/organization, GSA or U.S. Bank Government Services may provide important program information here.

**C. ACCOUNTING CODE:**

The Default Accounting Code assigned to your purchasing card, if applicable. All purchases will be automatically associated with this code.



**D. CARDHOLDER NUMBER:**

The 16-digit account number on your card or account.

**E. STATEMENT DATE:**

The date your Cardholder Statement of Account is issued and sent to you.

**F. BILLING OFFICE ACCOUNT NUMBER**

The account number assigned to your Billing Office.

**G. BILLING OFFICE CONTACT AND ADDRESS**

The name and address of your Billing Office.

**H. ACCOUNT SUMMARY**

Summary of account activity by charge category.

**I. STATEMENT TOTAL:**

Total balance of purchases and other charges, check activity, fees and credits since last statement date.

**J. TOTAL BALANCE IN DISPUTE:**

The net total dollar amount of transactions in dispute.

**K. 30-DAY CREDIT LIMIT:**

This is the maximum amount available for purchases in one 30-day period.

**L. TRAN DATE:**

The date of your purchase. This date should match the date on the sales receipt provided by the merchant.

**M. MONTHLY ACTIVITY:**

The merchant's name, city and state.

**N. MCC CODE:**

The MCC or Merchant Category Code assigned by the merchant's processing bank and used by the third party processor's system to identify the type of merchant or product sold.

**O. REFERENCE NUMBER:**

A six-digit number used internally by U.S. Bank Government Services to record the transaction posted to the account.

**P. POSTING DATE:**

The date U.S. Bank Government Services received, processed and posted the transaction to the account.

**Q. AUTH CODE:**

The authorization code is a reference number that is provided to the merchant through the third party processor's authorization network at the point-of-sale to confirm that the purchase is approved. This code appears on your copy of the sales draft.

**R. AMOUNT:**

The amount of each purchase as shown on your copy of the sales draft.

## S. DESCRIPTION:

If required by your agency/organization, complete this area by writing in the number and description of item(s) purchased. Stock or invoice numbers are not required. Example: (4) lbs. nails; (1) each screwdriver hammer.

## T. TOTAL:

The net total dollar amount of current month activity.

# Back Side of Cardholder Statement of Account

- **SIGNATURE/DATES:** If required by your agency/organization, you must sign and date your Cardholder statement. Any items not on this month's Cardholder Statement of Account may appear on the next statement. The Billing/Approving Official may also review, sign and date your Cardholder statement.
- **INSTRUCTIONS FOR DISPUTING A TRANSACTION**

# Sample Cardholder Statement of Questioned Items (CSQI) Form

CARDHOLDER STATEMENT OF QUESTIONED ITEM				
<b>Purchasing</b> (Please print or type in black ink)				
CARDHOLDER NAME (please print or type)		ACCOUNT NUMBER		
CARDHOLDER SIGNATURE		DATE	(AREA CODE) TELEPHONE NUMBER	
The transaction in question as shown on Statement of Account:				
Transaction Date	Reference Number	Merchant	Amount	Statement Date
Please read carefully each of the following situations and check the one most appropriate to your particular dispute. If you have any questions, please contact us at 888-994-6722. We will be more than happy to advise you in this matter.				
1. UNAUTHORIZED MAIL OR PHONE ORDER				
<input type="checkbox"/> I have not authorized this charge to my account. I have not ordered merchandise by phone or mail, or received any goods or services.				
2. DUPLICATE PROCESSING—THE DATE OF THE FIRST TRANSACTION WAS _____				
<input type="checkbox"/> The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchant for this amount. My card was in my possession at all times.				
3. MERCHANDISE OR SERVICE NOT RECEIVED IN THE AMOUNT OF \$ _____				
<input type="checkbox"/> My account has been charged for the above transaction, but I have not received the merchandise or service. I have contacted the merchant but the matter was not resolved. (Please provide a separate statement detailing the merchant contract, and the expected date to receive the merchandise).				
4. MERCHANDISE RETURNED IN THE AMOUNT OF \$ _____				
<input type="checkbox"/> My account has been charged for the above listed transaction, but the merchandise has since been returned. *Enclosed is a copy of my postal or UPS receipt.*				
5. CREDIT NOT RECEIVED				
<input type="checkbox"/> I have received a credit voucher for the above listed charge, but it has not yet appeared on my account. <u>A copy of the credit voucher is enclosed.</u> (Please provide a copy of this voucher with this correspondence).				
6. ALTERATION OF AMOUNT				
<input type="checkbox"/> The amount of this charge has been altered since the time of purchase. Enclosed is a copy of my sales draft showing the amount for which I signed. The Difference of amount is \$ _____.				
7. INADEQUATE DESCRIPTION/UNRECOGNIZED CHARGE				
<input type="checkbox"/> I do not recognize this charge. Please supply a copy of the sales draft for my review. I understand that when a valid copy is sent to me, a Statement of Questioned Item Form must be provided and will include the copy of the sales draft if a further dispute exists. If a copy of the sales draft cannot be obtained, a credit will appear in my account.				
8. COPY REQUEST				
<input type="checkbox"/> I recognize this charge, but need a copy of the sales draft for my records.				
9. SERVICES NOT RECEIVED				
<input type="checkbox"/> I have been billed for this transaction, however, the merchant was unable to provide the services.				
<input type="checkbox"/> Paid for by another means. My card number was used to secure this purchase, however final payment was made by check, cash, another credit card, or purchase order. <u>(Enclosed is my receipt, canceled check (front and back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means).</u>				
10. NOT AS DESCRIBED				
<input type="checkbox"/> (Cardholder must specify what goods, services, or other things of value were received). The item(s) specified do not conform to what was agreed upon with the merchant. (The cardholder must have attempted to return the merchandise and state so in their complaint).				
11. If none of the above reasons apply—please describe the situation: _____				
(Note: Provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate sheet of paper, if necessary, and sign your description statement).				
<b>Send To:</b> U.S. Bank Government Services, P.O. Box 6347, Fargo, ND 58125-6347 Fax: 866-457-7506.				



**Government Services**

# Card Activation Procedures

Before you begin, have the following information available:

- Your 16 digit account number
- Zip code of your mailing address
- Your Single Purchase Limit (your A/OPC can provide this information)
- Your business phone number

From a touch tone phone,  
call 888-994-6722



Enter your 16-digit Account Number



Enter the 5-digit zip code of your mailing  
address



Press "1" to activate your account



Enter your Single Purchase Limit in dol-  
lars only, followed by the pound (#) key



Enter your business telephone  
number



*Congratulations!*  
Your account has been activated



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## **Government Services**

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Commercial Processing Platform (TSYS)